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Duke, Daphne

From: Tyler, Terrance M [Terrance.Tyler@chartercom.com]
Sent: Monday, January 23, 2012 2:45 PM
To: CLECreport
Cc: tallen@regstaff.sc.gov; Tyler, Terrance M
Subject: Service Quality 4th Quarter
Attachments: CF SC-CCO CLEC Service Quality Quarterly Rpt 4th 2011 NP.docx; CF SC-CCO CLEC Service Quality Quarterly Rpt 4Q11.doc

As required by R. 103-614, 618,619 and 663 attached is the Non Proprietary and Confidential versions of the 3rd quarter 2011 reports of Charter Fiberlink SC-CCO, LLC. If you have any questions regarding this report please contact me directly at the number below.

314-543-2437

Terry Tyler

Regulatory

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SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT

SOUTH CAROLINA OPERATIONS

COMPANY NAME

Charter Fiberlink SC-CCO, LLC

QUARTER / YEAR

4thd / 2011

Month:

April

May

June

Number of Customer Access Lines

Trouble Reports / Access Line (%)

_____ %

_____ %

_____ %

Customer Out of Service Clearing Times (%)

_____ %

_____ %

_____ %

New Installs Completed w/in 5 Days (%)

_____ %

_____ %

_____ %

Commitments Fulfilled (%)

_____ %

_____ %

_____ %

Comments / Explanations: _____

Person Making Report / Contact Information: Betty J. Sanders, Director Regulatory Affairs, email: CFL.Regulatory@chartercom.com, ph: 314-288-3259, fax: 314-288-3555